



COMMBUYS Liaison Agency Readiness Workbook

for

Executive Agencies and Other Government Agencies
following 801 C.M.R 21.00 and/or MMARS

January 2014

Agency Readiness Components

This workbook is designed to assist COMMBUYS Liaisons in completing required readiness tasks. Each section focuses on a different readiness topic and includes an area for note-taking. Fill these notes sections out as you move through each section.

1. Introduction: The Role of the COMMBUYS Liaison
2. Think Through Your Current Purchasing and Procurement Processes
3. Select Organization Administrators
 - a) Organization Administrator Roles Description
 - b) Process for Submitting Organization Administrator Name
4. Identify User Roles (Security Profiles) in COMMBUYS
 - a) Review of User Roles
 - b) Assigning Staff to User Roles
 - c) The “Purchaser” Role in COMMBUYS
5. Set Up Organization, Approval and Workflow Information
 - a) Guidance for specifying “Department” and “Location”
 - b) Mapping Your Current Model to COMMBUYS
 - c) Providing Ship-To/Bill-To information
 - d) Thinking About Approval Paths
 - e) The Role of the Purchaser in the COMMBUYS Workflow
 - f) Approval Types and their Sequence
6. Participate in User Acceptance Testing (UAT)
 - a) Overview
7. Get Ready for Training
 - a) Training Class Options and Schedule
 - b) Selecting Staff for Training
 - c) Training Registration
 - d) Suggest a Training Location/Facility
8. Plan for Cutover
 - a) Inventory of Current Contracts
 - b) Planned New Solicitations
 - c) Form Library
9. Project Communications
 - a) ePostcard Publication Schedule
 - b) Planning for Agency Distribution
10. Summary Readiness Checklist

Section 1: Introduction- The Role of the COMMBUYS Liaison

The Operational Services Division (OSD) will launch a new eProcurement system called COMMBUYS, replacing the current system Comm-PASS. The implementation of any new system functionality involves change. In our effort to support Executive and other Government Agencies following 801 C.M.R.21.00 and/or MMARS, we will be scheduling liaison meetings and training sessions for purchasing and procurement staff. In order to do this we need your help to make this transition to the new system as seamless as possible.

This Workbook is being distributed via email to all COMMBUYS Liaisons and copied to Secretariat/Agency Chief Procurement Officers. The Workbook provides guidance and instructions on a number of preliminary tasks that must be completed by the Agency prior to go-live. The Workbook includes a User Role Excel worksheet that is specific to your organization, as well as an additional Excel worksheet in which you will compile other requested information. Please contact Nancy Ziemplak, Change Management Lead, if you need a copy of either of these documents.

The COMMBUYS (CB) Liaison is tasked to facilitate the organization and collection of this information for their Agency. The CB Liaison will need to work with the Chief Procurement Officer to ensure that all staff with purchasing and procurement roles is involved in this process. This workbook will be appended as additional tasks become necessary. Currently, each Agency as coordinated by the CB Liaison is tasked to complete the following set-up tasks:

Set-Up	Task	Due Date	Worksheet
<input type="checkbox"/> Identify Training Room Locations	Suggest a training room location that we can contact.	January 24, 2014	User this link: to submit this information http://www.surveymonkey.com/s/COMMBUYSspaceSurvey
<input type="checkbox"/> Assign Organization Administrator	Name 2 Organization Administrators (primary & backup) [Section 2] and submit Agency URL, central phone number, and fax number to be entered in COMMBUYS	January 24, 2014	User this link: https://www.surveymonkey.com/s/SelectOrganizationAdministrators submit this information
<input type="checkbox"/> Determine User Roles	Assign user roles for staff reviewing, entering, posting transactions in COMMBUYS [Section 4]	January 24, 2014	Use the attached Excel spreadsheet: (3letter code.xlsx) that lists current Agency staff with Comm-PASS User ID and Password and default CB role setting
<input type="checkbox"/> Assign Users to Training sessions	Identify all staff members needing training and the class(es) they should attend [Section 7]	January 24, 2014	Use attached Excel spreadsheet: (Readiness Workbook Worksheets.xlsx) to identify who will require COMMBUYS training.

Set-Up	Task	Due Date	Worksheet
<input type="checkbox"/> Identify Organization set-up Information	Specify Department, Location, Bill To and Ship to information using the Excel spreadsheet [Section 5]	January 24, 2014	Use attached Excel spreadsheet: (Readiness Workbook Worksheets.xlsx) provided to specify Department and Location information
<input type="checkbox"/> Identify workflow & approval paths	Specify approval paths using the Excel spreadsheet [Section 5]	January 24, 2014	Use attached Excel spreadsheet: (Readiness Workbook Worksheets.xlsx) provided to specify approval path information
<input type="checkbox"/> List active Contracts posted in Comm-PASS & the Contract Manager	List current department contracts that need to remain in use through the COMMBUYS transition [Section 8]	January 24, 2014	Use attached Excel spreadsheet: (Readiness Workbook Worksheets.xlsx) to provide list of current department contracts that need to remain in use through the COMMBUYS transition
<input type="checkbox"/> List Planned Solicitations with a projected start date between the dates of 2/1/14-4/18/14	Provide OSD with a List Planned Solicitations with a projected start date of 2/1/14 - 5/24/14 [Section 8]	January 24, 2014	Use attached Excel spreadsheet: (Readiness Workbook Worksheets.xlsx) to provide a list planned solicitations using the Excel spreadsheet
<input type="checkbox"/> List SWC to be used during last quarter of fiscal year	List SWC to be used during last quarter of fiscal year	January 24, 2014	Use attached Excel spreadsheet: (Readiness Workbook Worksheets.xlsx) to provide a list of SWC that may be used during the last quarter of fiscal year

The CB Project Change Management Team is here to assist all CB Liaisons during this process. Please send emails to: Commbuys@state.ma.us.

Section 2: Think Through Your Current Purchasing and Procurement Processes

The implementation of any new system involves a change from your current practice. Most Agencies purchase or procure goods/services in a similar process although there are recognized exceptions. Agencies also have in place internal controls in order to comply with existing procurement laws and policies as established by OSD, and may have further controls as part of an organization's administrative and business practices. All executive agencies are required to purchase from Statewide Contracts (SWC) if one is available. If there is no Statewide Contract then an Agency is required to conduct procurement and post the RFR on Comm-PASS as well as the awarded contract.

The chart below describes the current Comm-PASS process and the new COMMBUYS process for purchasing from a contract. The scenario is very generic and you may want to add steps for any of your internal Agency requirements. This chart also does not specify who will conduct the specific activity but you could assign names to the activity to reflect your Agency business process. The 'Requester' is someone who makes a request to purchase a good/service. 'Purchaser' refers to someone who actually makes the purchase.

It is the responsibility of the CB Liaison to begin to communicate this change to procurement/purchasing staff and the impact it will have on current business practice.

Purchasing from a SWC Contract	
What Purchasing Staff do now in Comm-PASS:	What Purchasing Staff will do in COMMBUYS:
<input type="checkbox"/> A Requester submits email or a PO Order Form for an approved request for a good/service to purchasing staff.	<input type="checkbox"/> Requesters will be able to perform a search for a specific good/service that will display the SWC vendor selling the good/service in COMMBUYS.
<input type="checkbox"/> Purchasing Staff receive a request for good/service from Requester via email or Order Form.	<input type="checkbox"/> Requester(s) will log in to COMMBUYS and create a Requisition for the desired good/service. OR <input type="checkbox"/> A Purchasing staff person enters a Requisition in COMMBUYS after receiving an email or PO Form request for a purchase from a Requester.
<input type="checkbox"/> The Purchaser searches Comm-PASS for a SWC that offers the requested good/service. The Purchaser reads the SWC Contract User Guide for contract instructions. Some contracts require that a RFQ is posted prior to purchase.	<input type="checkbox"/> The Purchaser submits via COMMBUYS a completed Requisition for approval. Phase 1 of the COMMBUYS project will require a manual check in MMARS for encumbering, but at the completion of COMMBUYS Phase 2, this step will be automated.
<input type="checkbox"/> The Purchaser submits an email or paper request form for final approval (including) the encumbrance action.	<input type="checkbox"/> The Purchaser opens an approved Requisition and submits it which automatically creates a Purchase Order. OR <input type="checkbox"/> The Purchaser can choose to create an RFQ that will be sent to multiple SWC vendors for a quote.
<input type="checkbox"/> The Purchaser notifies by phone, email or fax vendors authorized on the contract to sell the requested good/service. Vendor responds by	<input type="checkbox"/> The Purchaser opens the approved Purchase Order created and either submitted for approval and/or processed in COMMBUYS electronically to the vendor.

phone, email or fax with information.	
<input type="checkbox"/> Purchasing staff choose a vendor(s) and email or fax purchase order - Vendor receives purchase order and ships/delivers good/services	
Conducting a Procurement	
What Procurement Staff do now:	What Procurement Staff will do after 3/24/14:
<input type="checkbox"/> Build a Sourcing Team and Charter.	<input type="checkbox"/> Build a Sourcing Team and Charter.
<input type="checkbox"/> Research and create Buyer and Seller Profile.	<input type="checkbox"/> Research and create Buyer and Seller Profile.
<input type="checkbox"/> Write a Request for Response.	<input type="checkbox"/> COMMBUYS will have available on-line templates that can be used to create the RFR in the application.
<input type="checkbox"/> Create and post a Solicitation and attach the Request for Response (RFR) on the Solicitation tab in Comm-PASS.	<input type="checkbox"/> Procurement staff or designee create a Bid and attach RFR on the Blanket Purchase Order PO created in COMMBUYS.
<input type="checkbox"/> Suppliers submit Bids via email/fax/post.	<input type="checkbox"/> Suppliers will be able to respond on-line with their Bid responses.
<input type="checkbox"/> Purchaser evaluates Bids, through an off-line process.	<input type="checkbox"/> Procurement staff or designee will have the option to establish evaluation criteria in COMMBUYS that will automatically calculate the points as designed by the team.
<input type="checkbox"/> Purchaser updates Solicitation status in Comm-PASS and system notifies all vendors associated with the Solicitation category of the status.	<input type="checkbox"/> Procurement staff or designee will award contract and system will automatically send the award/non-award notices.
<input type="checkbox"/> Purchaser posts Contract in Comm-PASS and CT or MA (master service agreement) in MMARS.	<input type="checkbox"/> Buyer will create contract with information brought forward from the Bid documents. In COMMBUYS Phase 2, the CT or MA will be generated and interfaced to MMARS.

In addition, the answers to this series of questions below will help you think through your Agency's current procurement workflow process to ensure a complete understanding of your Agency's business activities prior to embarking on the new COMMBYS process. This information will help you complete the activities in this workbook.

Answer the following questions:

- What staff within your Agency prepares requests to purchase goods or services off the Statewide Contracts?
- What employees within your organization are now involved or will be involved in preparing and evaluating solicitations for goods and services not on the statewide contract?
- How is a request to purchase a good or service initiated by Agency staff?
 - Are certain purchases aggregated at a particular level (i.e., at a major business department level, like "Human Resources," or within a region/geography, or by major facility – like a regional hospital or prison)?
 - Are certain purchases handled at a "lower" level within the organization (i.e., within a specific business unit, or at a local facility)?
- Who does the ordering from Statewide Contracts for purchases of goods and services:

- Under \$10,000?
 - Between \$10,000 - \$149,999?
 - Over \$150,000?
- Who approves purchases of goods and services:
 - Under \$10,000?
 - Between \$10,000 - \$149,999?
 - Over \$150,000?
- At what levels of the organization is spending for goods and service tracked and reported on?
- In what units and locations is billing handled?
- To what addresses are items shipped?
- To what addresses are invoices mailed for processing and payment?

By completing a current analysis of your procurement process you will be able to identify staff that will require training and security settings in the new system. **Your organization must identify impacted staff and advise OSD of your findings by January 24th using the attached Readiness Workbook Worksheet. xlsx.** If you under-estimate your Agency's training needs, we run the risk of not having enough training resources. If you over-estimate your Agency's training needs, we run the risk of wasting everyone's most valuable resource – time!

Section 3: Select Organization Administrators

Security, Approval, and Organization Maintenance

Each MMARS Agency will be an “Organization” in COMMBUYS, and every Organization needs to have an Organization Administrator. (There are four organizational levels for which details are covered in Section 5 of this document.) We suggest that each Organization identify at least two people to serve in the Organization Administrator role so that there is a back-up should one Organization Administrator be unavailable. NOTE: These users MUST have appropriate [Department Head Signature Authority](#) approval, since the roles and approval processes managed by the Organization Administrators for Executive Agencies and Secretariats in Phase 2, when COMMBUYS interfaces to MMARS, will provide and control the capabilities to obligate funds by sending and approving purchase orders.

For many organizations, your MMARS Department Security Officer is the natural choice to serve in this capacity or should be involved in identifying those who will, and ensuring appropriate documentation of that role assignment.

Role Description

The Organization Administrator is responsible for the following activities for preliminary set-up and ongoing maintenance:

- ☐ Creating and managing user security (user profiles)
- ☐ Managing approval paths (workflow) in the system to support agency business processes and ensure ongoing compliance with Department Head Signatory Authority (DHSA)
- ☐ Maintaining Organization/Entity-specific data that is required by the system (i.e., “Department” and “Location” data for the Organization)
- ☐ Creating and managing common/standard forms and templates used by your organization, or giving others the ability to do so
- ☐ Managing users’ access to reports and reporting tools within your organization

8

The user profile for the Organization Administrator will enable them to have access to system functions necessary to specify and configure this information at their agency.

Further detail about managing user security, maintaining Organization/Entity-specific data, and managing approval paths is included in the following sections of this document.

Organization Administrator Notes

Each COMMBUYS Liaison must specify information for your Organization Administrator(s). We ask that you submit this information to the COMMBUYS team via this link:

(<https://www.surveymonkey.com/s/SelectOrganizationAdministrators>) no later than January 24th. Once the COMMBUYS Team has collected this information, we will validate it with the Organization Administrator and the associated Agency Head.

Section 4: Identify User Roles (Security Profiles) in COMMBUYS

Review of User Roles

There are three basic user roles in COMMBUYS that will be used in Phase 1: Inquiry, Department Access, and Basic Purchasing. These user roles enable different types of activity. Organization Administrators will assign COMMBUYS users to a specific role in the system and will be able to configure specific permissions at the user level.

User Role	Role Description	Activities Enabled by the Role
Inquiry	This is a “view only” role in COMMBUYS. The Inquiry role enables a user to view fully processed documents within their Organization, including any internal notes and attachments not visible to the public, but does not allow the user assigned this role to edit or take action (such as approval) on documents.	<ul style="list-style-type: none"> • View completed Requisitions and Purchase Orders within the Organization • View all open and historical solicitations and contracts. These activities are available from the COMMBUYS homepage; it is not necessary to log in to COMMBUYS to access this information. External access does not allow users to see approval history or non-public attachments intended for internal use only.)
Department Access	<p>The Department Access role enables requisition creation, and if authorized by the Organization Administrator, document review and approval. Department Access allows users to submit requisitions electronically for approval.</p> <p>The role can be configured at the user level to enable access to create requisitions within or across departments in the organization.</p>	<ul style="list-style-type: none"> • Prepare requisitions to order items off Statewide and Departmental Contracts or for an incidental purchase and: <ul style="list-style-type: none"> ○ Review and Approve Requisitions for purchases off the Statewide Contracts, if authorized by the Org. Admin. ○ Review and Approve bid documents before publishing, if authorized by the Org. Admin. ○ Review and approve Agency contracts, purchase orders or change orders related to them, if authorized by the Org. Admin. ○ Participate in evaluating and scoring responses to a solicitation, if authorized by the Org. Admin. <p>Note: Individuals participating in bid evaluations will require the Department Access user role to review and score bid submissions</p>
Basic Purchaser (includes some capabilities of the Department Access role)	<p>The Basic Purchaser role enables requisition, bid, PO and Contract creation, review and ability to act as one of many approvers on documents, including requisitions, purchase orders, solicitations and solicitation-related documents.</p> <p>The Basic Purchase role includes all the functional capabilities of the Department Access user role plus those mentioned above.</p>	<ul style="list-style-type: none"> • Review requisitions from others within your organization to determine whether a solicitation is needed or to finalize a contract or purchase order • Create requisitions to purchase goods or services off the Statewide Contracts or for eligible non-contract (Open Market) purchases, if desired (for example: create a requisition for a good or service not on a Statewide Contract and for which a procurement will need to be conducted) • Create, post, and manage bids (solicitations) in COMMBUYS, including the set-up of selection criteria, development and attachment of supplementary documents (i.e., RFRs, etc.) • Post contracts to COMMBUYS • Manage contracts and change orders/amendments after award

Assigning Staff to User Roles

Use this table to review the types of common purchasing and procurement activities staff members typically undertake, and the COMMBUYS user role associated with those activities. Because COMMBUYS enables organizations to delegate the preparation of requisitions, please take some time to think about staff members who prepare paper requisitions today and to whom you may choose to assign the Department Access role so that they may prepare Requisitions online and eliminate the manual processes in place today.

Activity	Role Required		
	<i>Inquiry</i>	<i>Dept. Access</i>	<i>Basic Purchaser</i>
Preparing requisitions to purchase goods of services off of contracts (statewide, departmental)		X	(those with Basic Purchaser role can also prepare requisitions)
Creating Purchase Orders from approved requisitions for goods or services			X
Conducting procurements, creating solicitations, establishing contracts			X
Serving on an evaluation committee for a bid; reviewing bid submissions		X	(those with Basic Purchaser role can also review bid submissions)
Viewing documents for auditing and research purposes	X		
Creating requisitions on behalf of other Departments/Locations		X	(those with Basic Purchaser role can also create requisitions on behalf of other Departments/Locations)
Approving requisitions to purchase goods or services off a statewide contract		(those with Dept. Access can also approve requisitions to purchase off SWC if authorized to do so)	X

10

The “Purchaser” Role COMMBUYS

In COMMBUYS the preparation of requests to purchase goods or services, called Requisitions, can be assigned to a user (the office manager in a regional office, for example) who would be given the Department Access user role and be able to search for items and prepare requisitions. All proposed purchases, whether a simple requisition for office supplies, or the solicitation for professional services, will follow (spending) approval paths set up by the Organization Administrator according to the department’s policy. Once requisitions are approved, the Purchaser needs to convert the approved Requisition into either a Purchase Order or a Solicitation which would require the Basic Purchaser user role.

This workbook has been emailed to all COMMBUYS Liaisons, Secretariat, and Agency CPOs along with an Excel spreadsheet that contains a listing of your Agency's current Comm-PASS users.

All of the current Comm-PASS users in your Agency will be migrated to COMMBUYS and assigned the Department Access role in a deactivated status. Once the Organization Administrator is approved by the Agency Head and has received training, (s)he will need to log in to COMMBUYS when it becomes available to 'Activate' staff and change their user role, if necessary.

Remember, in COMMBUYS, staff that may currently process purchases from Statewide Contracts will now be able to enter a Requisition in COMMBUYS to begin the purchasing process. This is a new step which provides the Agency with an on-line record of a staff member's request to make a purchase. Any staff member who should have the ability to prepare a Requisition in COMMBUYS will need to be set up in COMMBUYS with the Departmental Access role and appropriate approval paths, and will need to log in to COMMBUYS to prepare the requisition.

The excel spreadsheet contains the following information for your review and action. :

- ✓ Dept. Org ID
- ✓ MMARS Code
- ✓ Org Name
- ✓ First_Name
- ✓ Last_Name
- ✓ Job_Title
- ✓ EMAIL Address
- ✓ Phone Number
- ✓ Default CB User Role
- ✓ Proposed CB User Role (for you to identify new CB role)

You may refine the list as needed by deleting names of staff that are no longer in the Agency or adding staff names that will be required to use the COMMBUYS. By asking you to document this information, it will help you think through the roles that you assign to each user and how the role might be refined at a user level, if needed. Contact commbuys@state.ma.us if you have questions.

When COMMBUYS becomes available, the Organization Administrator for your agency will use this spreadsheet to add or activate COMMBUYS users for your Agency.

Section 5: Set Up Organization, Approval Paths and Procurement Workflow in COMMBUYS

Guidance for specifying “Department” and “Location”

In COMMBUYS, OSD will manage the system-wide document, accounting and interface settings to support Commonwealth purchasing policy, just as they do today in Comm-PASS. Please be advised that, in COMMBUYS, one MMARS department or entity = one Organization (For example: EHS, DMR, DPH are all “Organizations” in COMMBUYS). While OSD will manage global settings, Organizations will control Department and Location data, workflow (document routing for approval), and user security.

At go-live, COMMBUYS will contain all MMARS departments as Organizations. In addition, each Organization will have been pre-populated with one generic Department and one generic Location required for Comm-PASS data migration. This “Department” and “Location” information is required for both requisitions and bids in COMMBUYS which is why a default Department and Location will be loaded.

Agencies (Organizations) can subsequently add more Departments or Locations but are not required to. For example, large Organizations with complex approval processes based on hierarchy may need to establish additional Departments and Locations as soon as possible after go-live to support their approval and reporting needs.

Organization Administrators will be responsible for setting up this Organization-specific information based on decisions made at the Agency level. Keep things simple: think about the minimum number of Departments and Locations you need to support your business. Your Department and Location information can be augmented by your Organization Administrator over time as needed.

12

This section of the workbook walks through the concepts that the CB Liaison will need to share with the Secretariat and Agency Chief Procurement Officer, assigned Organization Administrators and other appropriate agency officers in order to set up the Agency’s COMMBUYS organization structure. The Workbook provides note areas to begin creating the set-up. We ask that each Agency work through these sections in preparation for discussions with the COMMBUYS Team in late January/early February. This Workbook will also provide Organization Administrators a good foundation for their instructor-led training, which will begin in February. At training, the concepts introduced in this Workbook will be covered in detail so that Organization Administrators have an understanding of the system and how to set up their users and Organization-specific information.

Mapping Your Current Model to COMMBUYS

You are strongly encouraged to think through the Agency’s organization structure now, in order to determine your specific business needs and how the system can support them going forward leveraging the power of COMMBUYS. All documents in COMMBUYS specify Department and Location and this data will provide you an opportunity for more detailed reporting and searching, for example, at functional and location-specific levels.

In thinking about options for specifying Department and Location information for your Organization, consider your sourcing, procurement and purchasing practices and the answers to the preparation questions at the front of this document. Use the guidance offered in the diagrams below to determine how best to specify Departments and Locations. Prior to set-up of Departments and Locations in COMMBUYS, the Agency CPO, CB Liaison, Supplier Diversity Officer, Organization Administrator and any other key decision makers should be part of the planning process.

Please note: While all Department and Location IDs in COMMBUYS need to be unique (as noted in the illustration, below), you should select Department and Location names that are familiar to those who will use the system. During set-up of Departments and Locations in COMMBUYS, the Organization Administrator will enter specific unique IDs for each Department and Location. Recommendations for setting up Department and Location IDs will be covered in Organization Administrator training.

13

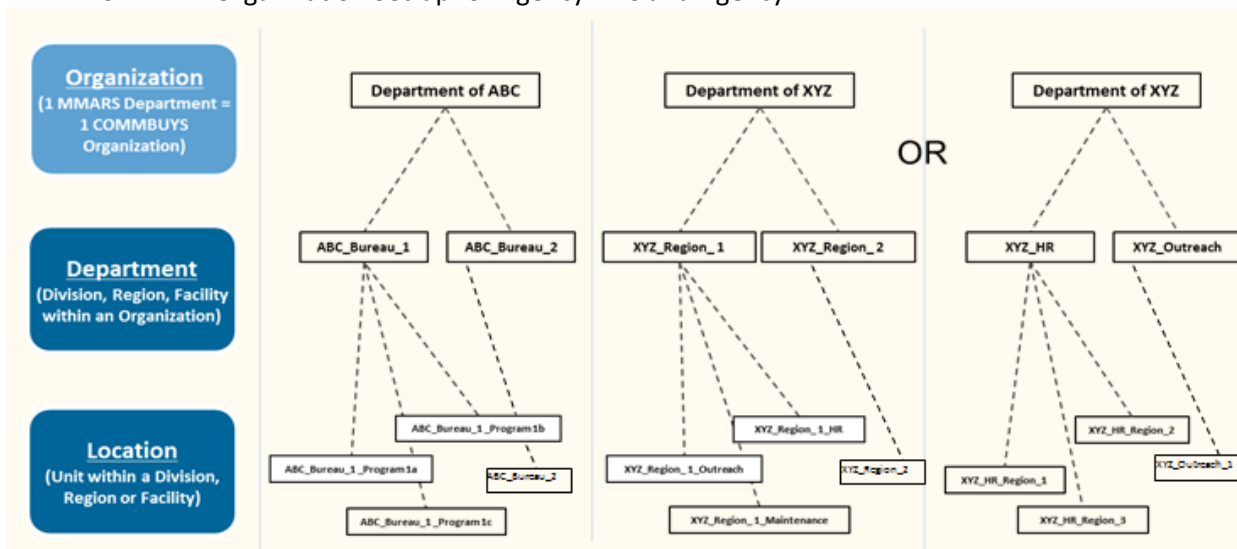
Department
(Division, Region, Facility
within an Organization)

- Each **Organization** must have at least 1 **Department**, and may have as many as needed
- Allows for Department-specific approval paths
- Each has a unique Department ID, and as many billing and ship-to addresses as needed for orders placed by that Department
- All documents (requisition, bids, etc.) must specify a Department

Location
(Unit within a Division, Region
or Facility)

- Each **Department** must have at least 1 **Location**, and may have as many as needed
- Allows for Location-specific approval paths
- Default billing and ship-to address pre-populates documents when they are being created
- All documents (requisition, bids, etc.) must specify a Location

SAMPLE: Organization Set-up for Agency ABC and Agency XYZ



Providing Ship-To/Bill-To information

As you develop your organization model, you will need to specify Bill-To and Ship-To addresses for each Department. Documents created at the Location level will be pre-populated with a default Bill-To and Ship-To addresses, selected from among the addresses established for the Department to which the Location belongs. Multiple Ship-To and Bill-To addresses can be entered in the system.

14

Thinking about Approval Paths

Agency Approval Paths are preset paths for documents, such as Requisitions, which require approvals. Approval paths are based on a variety of criteria including department, the item's UNSPSC code, and other criteria.

Each approval path is set up individually, but approval paths work in a “cascading” fashion. Approval paths automatically attach to documents and route them to the appropriate approvers.

For example: Let's say you are ordering a desktop PC. The standard approval path for your Agency is your supervisor and department head, but in the case of computer equipment, the Requisition requires the IT department's approval. This path can be set-up in COMMBUYS.

Organization Administrators can set up individual approval paths for each criterion: one path for the department (with the path to include your supervisor and Agency head – based on your default department) and one for the item (with the path to include the IT department – based on the item's UNSPSC code). These approval paths will route the document automatically to those specific approvers in the order you set up in COMMBUYS.

In most organizations, approval paths will be based on one or several of the variables in the list below, and your current procedures should inform both approval path needs and Department/Location setup.

Variables to consider:

- The business unit (Departments and Locations, in COMMBUYS terminology) originating the purchasing request
- The dollar amounts (or estimated dollar amounts) of the items being purchased or procured
- The commodities being purchased or procured
- The stage of the purchasing/procurement process, by document type:
 - o Requisitions – the request to purchase goods or services
 - o Solicitations – the “bid” prior to publishing for vendor response
 - o Solicitation Award Recommendations – prior to contract award/negotiation
 - o Purchase Orders and Contracts, prior to being “sent” to vendors
 - o Change Orders, prior to applying them to a PO or Contract
 - o **Note:** Purchase Orders, Contracts, and Change Orders must include, at a minimum, approval by someone authorized to approve encumbrances in MMARS, in order to comply with DHSA.

The Role of the “Purchaser” in the COMMBUYS Workflow

As mentioned in Section 4, the Purchaser role in COMMBUYS converts an approved Requisition into either a Purchase Order or a Solicitation. The information below will help you think through whom to assign the Purchaser role under different circumstances.

How does your organization determine how requests for purchases or solicitations are routed to the Purchaser, the staff person who sources or buys the goods or services?

15

COMMBUYS supports the following options:

- Do all Requisitions route to one person who then assigns them as needed to other buyers/procurement specialists who would have the role of Basic Purchaser? If yes, you will want to assign requisitions to a “catch all” Basic Purchaser user so that they can then assign the Requisitions to others.
- Do purchase requests route to different purchasers/procurement specialists (Basic Purchaser) within your organization based on commodity or service type? If so, you will want to assign workflow based on commodity codes, with any unassigned commodity codes being assigned to a “catch all” Basic Purchaser user.
- Do Requisitions route to procurement /purchasers (Basic Purchaser) based on the business unit from which they were requested? If so, you will want to use Location “Default Purchaser” routing by naming a Default Purchaser for each Location you set up in your organization.

The worksheets later in this section will help you think through your organization's workflow. Here is an example table completed using the fictional Department of XYZ as the organization.

Organization: Department of XYZ

Department Name	Location Name	Default Bill-To address	Default Ship-To address	Default Purchaser by Location (specify if your organization makes purchases by location)	Primary and Alternate Approver for Department or Location (if needed)	Other Addresses needed by this Department
Region 1	Outreach	AP Dept., 32 Main Street, Boston, MA 00000	13 Hanover Street, Boston, MA 01000	Jane Doe	John Doe primary, Jim Doe alternate for Outreach, All Region 1; purchases above \$5000 must also be approved by Mary Smith	Central Receiving 123 Home Street Boston, MA Field office 1800 Pennsylvania Avenue Washington, D.C. 88339
	HR	AP Dept., 32 Main Street, Boston, MA 00000	32 Main Street, Boston, MA 00000			
	Maintenance	AP Dept., 32 Main Street, Boston, MA 00000	32 Main Street, Boston MA 00000			
Region 2	Outreach	AP Dept., 10 Sycamore Street, Springfield, MA 02111	42 Maple Street, Springfield, MA 01444			
	HR	AP Dept., 10 Sycamore Street, Springfield, MA 02111	99 Poplar Street, Springfield, MA 01443			
	Maintenance	AP Dept., 10 Sycamore Street, Springfield, MA 02111	99 Poplar Street, Springfield, MA 01443			

Organization Information and Organization-based Workflow Notes

Use the following table to work through your organization structure and organization-based workflow considerations for COMMBUYS. Each table will help you determine a certain set of information. By completing all the tables in the sequence, Organization Administrators will have the information they need to complete organizational set-up in COMMBUYS. Please note that this worksheet below is also included in the Excel Readiness Workbook Worksheets.xlsx file.

Worksheet

Organization: _____

Department Name	Location Name	Default-Bill To address	Default-Ship To address	Default Purchaser by Location (specify if your organization makes purchases by location)	Primary and Alternate Approver for Department or Location (if needed)	Other Addresses needed by this Department

Next, think about other critical approval requirements that are organization-wide in nature, or pertain to particular document types or commodities, using the following table and the worksheet below to guide you.

Here is an example table completed using the fictional Department of XYZ as the organization.

Organization: Department of XYZ

When someone submits a document (requisition, Bid, Bid award, PO/contract, etc.) for approval (LIST THE DOCUMENT TYPES BELOW THAT YOU USE)	..and (optional) it contains any of these types of commodities or services (LIST THE COMMODITIES OR SERVICES FOR WHICH ADDITIONAL APPROVAL MIGHT BE NEEDED)	..and (optional) it falls within the following estimated dollar range (LIST THE DOLLAR RANGES FOR WHICH YOU HAVE SPECIFIC APPROVAL RULES)	...this person must approve it (LIST THE NAMES OF THE PEOPLE DESIGNATED TO PERFORM THE APPROVALS)	...or if unavailable, this person may approve it (LIST THE NAMES OF THE ALTERNATE PEOPLE DESIGNATED TO PERFORM THE APPROVALS)
Requisition	Desktop PCs	N/A	Mary Smith	Maureen Jones
Requisition	N/A	Above \$5000	Julie Jones	Bob Harris
Bid (Solicitation)	IT services	Above \$10,000	Sam Sullivan	Brian Booker

Worksheet

Please note that a copy of this worksheet below is also included in the Excel Readiness Workbook Worksheets.xlsx file.

Organization:

[illegible]

Approval Types and Their Sequence

Now that you have thought through the approval requirements of your organization, the final task for approval path planning purposes is determining the sequence in which approvals must occur when a document triggers multiple layers of approval.

For example, if your location will have supervisor approvals at the Location level, think about whether you want those Location supervisor approvals to occur before or after Department level approval. If you have approvals based on the commodity being purchased or the dollar value of the purchase, do you want the approval at the Location level to take place before or after commodity or purely dollar-based approvals?

In order to sequence approvals, the Organization Administrator will need to transform these types of procedures into Approval Types and their Approval Type Sequence in COMMBUYS. Organization Administrators will learn more about Approval Types and their sequence in Organization Administrator training.

Section 6: Participate in User Acceptance Testing (UAT)

UAT is a critical step in the journey as it is the “dress rehearsal” for COMMBUYS, where we prove that the product provides expected functionality and capacity, and meets the Commonwealth’s extensive list of requirements. Test Users play an important role, putting COMMBUYS through an exhaustive series of tests. Test users do not need to ‘know’ the system as we have planned a session before the testing begins on January 27th to bring testers up to speed quickly in preparation for the actual testing of the system. The time commitment is not insignificant so it is acknowledged up front that the Testers are making a valuable contribution to COMMBUYS, our user community, vendors, and ultimately, the taxpayer. A preliminary schedule follows:

Week of January 6: (2-4 hours total)

- Attend an optional COMMBUYS System Overview and Demonstration (new users)
- Attend a mandatory UAT preparation session which will include:
 - Logging in to the system
 - Testing Overview
 - Evaluating Scripts
 - Providing feedback

Weeks of January 13-20: (4-6 hours total)

- Receive inventory of base test scripts
- Become familiar with COMMBUYS navigation
- Testers will write and submit test scripts that are fundamental to their business or department for inclusion in UAT testing

20

Week of January 27, February 3, and February 10: (20-25 hours total)

- Attend UAT sessions at either One Ashburton Place (10th floor) or One Congress Street (11th floor)
 - Sessions will typically run from 10am to 3pm
 - Test Script will be tracked with a Pass/Fail by the Tester with applicable comments

When selecting Staff to participate in COMMBUYS testing, consider the following guidelines. UAT testers should:

- have some experience with Comm-PASS as well as knowledge of the procurement regulations and policy,
- possess strong problem solving and good analytical skills,
- pay strong attention to detail,
- have excellent written and verbal communication skills,
- enjoy working on puzzles and working in an environment that is under development.

Send an email to: commbuys@state.ma.us if there is any staff from your agency willing to commit the time and resources to this important effort.

Section 7: Getting Ready for Training

COMMBUYS training will include instructor-led classroom training, webcasts, webinars, on-line learning, demonstrations, fact sheets, and job aids. A wide range of project information is available on the COMMBUYS website (www.mass.gov/osd/commbuys).

Instructor-led classroom training will be offered at locations across the state for the topics noted in the table below. Training for users assigned the “Inquiry” user role will be provided through online learning and job aids.

Training Options and Schedule

Dates	Course	Instructional Media	Length
2/18 - 3/28	Organization Administrator Training	<ul style="list-style-type: none"> • ILT • Job Aids 	8 Hours
2/18 - 3/28	Purchasing from eCatalogs Training	<ul style="list-style-type: none"> • ILT • Job Aids 	4 Hours
2/18 - 3/28	Procurement Training: Creating Solicitations, Bid Evaluation, and Posting Contracts	<ul style="list-style-type: none"> • ILT • Job Aids 	8 hours

Selecting Staff for Training

Organization Administrator Training

Organization Administrator training will provide in-depth review and hands-on practice of the various Organization information, approval, workflow and user profile set-up activities. After COMMBUYS comes online, Organization Administrators will be required to manage Organization-specific data and the configuration of a range of settings in the system. This is an intensive course for those identified as Organization Administrators and will cover each of these activities in detail so that the Organization Administrator is fully prepared to fulfill their role in COMMBUYS.

Purchasing from eCatalogs

This course will cover all aspects of purchasing goods and services from Statewide Contract supplier catalogs, including the process of searching for information on Statewide Contracts, selecting items, comparing prices, creating a requisition, and processing an approved purchase order. Anyone who will be purchasing goods or services from the Statewide Contracts should attend this course.

Procurement Training

This course is designed for procurement officers and those who are involved in the processing of soliciting goods or services not available on the Statewide Contracts. The course will cover solicitation development, solicitation amendments, the use of templates, managing attachments, online bid evaluation, contract award, and posting awarded contracts online in COMMBUYS.

Training Registration

Training registration will open in January. Liaisons will receive information about the registration process and will be asked to distribute that information to everyone in their agency who has been identified to attend training.

Suggest a Training Location or Facility

The COMMBUYS team intends to hold training at different locations around the Commonwealth to make it as easy as possible for trainees to get to assigned classes. We request that Liaisons share any information or suggestions they have about potential training locations.

COMMBUYS Training Room Requirements:

- At least 12 or more computers with the following browser installed IE7.0 or higher
- Internet connection for each training computer (required)
- Projector and screen with PC hook-up for use by the instructor(optional)

If you have a training location we might user, please click this link and provide the information:

<http://www.surveymonkey.com/s/COMMBUYSSpaceSurvey>

Getting Ready for Training Notes

Please note that a copy of this worksheet below is also included in the Excel Readiness Workbook Worksheets.xlsx file.

Worksheets for training class assignments:

Organization Administrator Training			
Name	Trainee Location	Phone	Email

Purchasing from eCatalogs Training			
Name	Trainee Location	Phone	Email

Procurement Training			
Name	Trainee Location	Phone	Email

Section 8: Planning for Cutover

Inventory of Current Departmental Contracts

We would like a list of your Agency's current contracts that are in effect now and will remain in effect through the March 2014 transition to COMMBUYS. We want to make sure we understand the nature and scope of these contracts and have included them in our transition planning.

In addition, you will be receiving more specific information and dates via the OSD Sourcing Director and the Procurement Advisory Board as we move closer to implementation. The OSD HelpDesk will also be available to answer questions and provide guidance. Please note that a copy of each worksheet below is also included in the Excel Readiness Workbook Worksheets.xlsx file.

Current Departmental Contracts Worksheet:

Contract Name	Goods/Services Provided	Contract Start Date	Contract End Date	Contract Coordinator	Coordinate Contact Info

24

Planned New Solicitations

The project would like to know of any of any new solicitations you have planned for the first 4 months of calendar year 2014 to help determine the timing of the phase-out of Comm-PASS.

Planned Solicitations Worksheet:

Solicitation Name/Type	Publication Date	Response Due Date	Selection Date

List of Statewide Contracts that your agency currently uses, or plans to use, between April 1 and June 30, 2014.

Contract Name	Goods/Services Provided	Contract Start Date	Contract End Date	Contract Coordinator	Coordinate Contact Info

Form Library

In Comm-PASS today, users are able to access a library of required document when they are preparing to publish a solicitation. In COMMBUYS, it may be necessary for the Organization Administrator for populate the form library for use in developing solicitations.

25

More information will follow on this topic, and the Organization Administrator training class will provide a detailed explanation of the set-up process.

Section 9: Project Communications

ePostcard Publication Schedule

We will be providing Liaisons with a series of short email messages we call ePostcards. These messages are designed to build user awareness of, and familiarity with, the COMMBUYS system.

Liaisons are asked to disseminate these messages internally at your agency to:

- Senior executives who need to be kept up-to-date on the COMMBUYS project
- Procurement and purchasing staff who need to understand what COMMBUYS is and does

We will begin publishing ePostcards on a weekly basis in January. Liaisons will receive these ePostcard emails on Thursdays and are asked to disseminate these messages by the following Monday.

Planning for Agency Distribution

ePostcard messages will arrive in an email message with the information also attached in a Word document. The email message will be formatted for easy internal re-distribution. We suggest you create an internal email distribution to facilitate easy dissemination of these important project messages.

Section 10: Summary TO DO Checklist

Set-Up	Task	Due Date	Worksheet
<input type="checkbox"/> Identify Training Room Locations	Suggest a training room location that we can contact.	January 24, 2014	User this link: to submit this information http://www.surveymonkey.com/s/COMMBUYSSpaceSurvey
<input type="checkbox"/> Assign Organization Administrator	Name 2 Organization Administrators (primary & backup) [Section 2] and submit Agency URL, central phone number, and fax number to be entered in COMMBUYS	January 24, 2014	User this link: https://www.surveymonkey.com/s/SelectOrganizationAdministrators submit this information
<input type="checkbox"/> Determine User Roles	Assign user roles for staff reviewing, entering, posting transactions in COMMBUYS [Section 4]	January 24, 2014	Use the attached Excel spreadsheet: (3letter code.xlsx) that lists current Agency staff with Comm-PASS User ID and Password and default CB role setting
<input type="checkbox"/> Assign Users to Training sessions	Identify all staff members needing training and the class(es) they should attend [Section 7]	January 24, 2014	Use attached Excel spreadsheet: (Readiness Workbook Worksheets.xlsx) to identify who will require COMMBUYS training.
<input type="checkbox"/> Identify Organization set-up Information	Specify Department, Location, Bill To and Ship to information using the Excel spreadsheet [Section 5]	January 24, 2014	Use attached Excel spreadsheet: (Readiness Workbook Worksheets.xlsx) provided to specify Department and Location information
<input type="checkbox"/> Identify workflow & approval paths	Specify approval paths using the Excel spreadsheet [Section 5]	January 24, 2014	Use attached Excel spreadsheet: (Readiness Workbook Worksheets.xlsx) provided to specify approval path information
<input type="checkbox"/> List active Contracts posted in Comm-PASS & the Contract Manager	List current department contracts that need to remain in use through the COMMBUYS transition [Section 8]	January 24, 2014	Use attached Excel spreadsheet: (Readiness Workbook Worksheets.xlsx) to provide list of current department contracts that need to remain in use through the COMMBUYS transition
<input type="checkbox"/> List Planned Solicitations with a projected start date between the dates of 2/1/14-	Provide OSD with a List Planned Solicitations with a projected start date of 2/1/14 - 5/24/14 [Section 8]	January 24, 2014	Use attached Excel spreadsheet: (Readiness Workbook Worksheets.xlsx) to provide a list planned solicitations using the Excel spreadsheet

4/18/14			
<input type="checkbox"/> List SWC to be used during last quarter of fiscal year	List SWC to be used during last quarter of fiscal year	January 24, 2014	Use attached Excel spreadsheet: (Readiness Workbook Worksheets.xlsx) to provide a list of SWC that may be used during the last quarter of fiscal year